CLAIM AMENDMENTS

<u>IN THE CLAIMS</u>

This listing of the claims will replace all prior versions, and listing, of claims in the application or previous response to office action:

1 (**Currently amended**). ~~Software~~ <u>A computer program product comprising computer executable instructions</u> for routing calls in a call center based on a transaction request obtained from a natural language caller utterance, the ~~software~~ <u>instructions</u> embodied in computer readable media and when executed operable to: evaluate the natural language caller utterance in accordance with a statistical language modeling speech recognition utility; determine whether the natural language caller utterance includes an action; determine whether the natural language caller utterance includes an object; if the natural language caller utterance includes only an action, elicit a natural language caller utterance identifying an object; if the natural language caller utterance includes only an object, elicit a natural language caller utterance identifying an action; if neither an action nor an object are included in the natural language caller utterance, prompt the caller for a natural language utterance identifying an action and an object; once an action and an object have been identified, locate an intersection of the action and the object in an action-object matrix; determine a routing destination from a look-up table associated with the action-object matrix intersection; and direct the caller to the routing destination.

2 (original). A method for identifying a routing destination in a service center, comprising: prompting a user to convey a request; receiving a natural language utterance from the user; comparing the natural language utterance to an action-object matrix; identifying a routing destination based upon results of the natural language utterance to action-object matrix comparison; and routing the user to the routing destination.

3 (original). The method of claim 2, further comprising: querying the action-object matrix to identify related objects if only an action and not an object is included in the natural language utterance; and prompting the user for selection of a related object.

4 (original). The method of claim 2, further comprising: querying the action-object matrix to identify related actions if an object and not an action is included in the natural language utterance; and prompting the user for selection of a related action.

5 (original). The method of claim 2, further comprising initiating a disambiguation dialog with the user where an action-object combination cannot be found in the action-object matrix.

6 (original). The method of claim 2, further comprising identifying at least one of an action, an object and an action-object combination using a statistical language modeling speech recognition utility.

7 (Canceled).

8 (Currently amended). ~~The system of claim 7,~~ **A system for routing a service center user based on a natural language request, comprising: at least one processor; memory operably associated with the at least one processor; a program of instructions storable in the memory and executable by the processor, the program of instructions operable to identify a task to be performed from a natural language user request and a task matrix, to direct the user to a service center agent for performance of the task, and to**

~~further comprising the program of instructions operable to:~~ identify an action-object combination from the natural language user request; and locate a service agent to perform the task based on the identified action-object combination and the task matrix.

9 (**Currently amended**). The system of claim ~~7~~ **8**, further comprising the service center agent operable to provide automated user assistance in performance of the task.

10 (**Currently amended**). The system of claim ~~7~~ **8**, further comprising the service center agent operable to provide technician assisted performance of the task.

11 (**Currently amended**). The system of claim ~~7~~ **8**, further comprising the task matrix including a plurality of available service center actions each cross-referenced with one or more

objects creating action-object combinations and where the action-object combinations define tasks available from a service center agent.

12 (original). The system of claim 11, further comprising the program of instructions operable to reference a look-up table containing service center agent routing destinations in response to a match between an action and an object in the natural language utterance and an action-object combination in the action-object matrix.

13 (**Currently amended**). The system of claim ~~7~~ **8**, further comprising the program of instructions operable to identify at least one of an action or an object in the natural language utterance to identify the task to be performed.

14 (**Currently amended**). The system of claim ~~7~~ **8**, further comprising the program of instructions operable to prompt the user for at least one additional natural language user request in response to identifying an action and no object in the natural language user utterance.

15 (**Currently amended**). The system of claim ~~7~~ **8**, further comprising the program of instructions operable to prompt the user for at least one additional natural language user request in response to identifying an object and no action in the natural language user utterance.

16 (**Currently amended**). The system of claim ~~7~~ **8**, further comprising the program of instructions operable to prompt the user for confirmation of the identified task requested.

17 (canceled).

18 (**Currently amended**). The software of claim ~~17~~ **19**, further operable to initiate a disambiguation dialog with a user in response to a failure to match a transaction request derived from the natural language utterance to a transaction in the transaction option matrix.

19 (**Currently amended**). ~~The software of claim 17,~~ **A computer program product comprising instructions for routing users to an appropriate service center destination, the instructions stored in computer readable media and when executed operable to:** ~~further operable to~~ derive an action-object combination from the natural language utterance**, match a**

transaction request derived from a natural language utterance to a transaction option in a
transaction option matrix, facilitate connection between the user and a service module
operable to effect processing of the requested transaction,.

20 (**Currently amended**). The ~~software~~ **computer program product** of claim 19,
further operable to: locate an action-object intersection in the transaction option matrix matching
the derived action-object combination; and reference a look-up table associated with the
transaction option matrix, the look-up table containing destination information for a service
module operable to effect the transaction option associated with the action-object intersection.

21 (**Currently amended**). The ~~software~~ **computer program product** of claim 19,
further operable to: query an action-object matrix in response to derivation of an action without
an object to identify available objects associated with the derived action; and prompt the user for
a natural language utterance selection of an available object associated with the derived action.

22 (**Currently amended**). The ~~software~~ **computer program product** of claim 19,
further operable to: query an action-object matrix in response to derivation of an object without
an action to identify available action associated with the derived object; and prompt the user for a
natural language utterance selection of an available action associated with the derived object.